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Information Technology and Communication Services (ITACS)

ITACS Technology News

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# NPS Information Technology and Communications Services (ITACS) Technology News / May 2009

Monterey, California. Naval Postgraduate School

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### **ITACS PARTICIPATES IN NPS CENTENNIAL**

As part of the launch of the NPS centennial, ITACS hosted the first of four quarterly events: an open house that featured exhibits and photographs that chronicled the use of technology at the School, and a ribbon-cutting ceremony celebrating “Technology Leadership: Our Heritage & Our Mission” on May 22, 2009, on the quad of Ingersoll Hall. Dr. Cermak spoke, followed by President Oliver spoke, followed by Casey Palowitch of Sun Microsystems, Vic Jacobsen of Xerox, and Doug Williams, a former director of IT at NPS.

In addition, ITACS’ website, accessible from the School’s centennial webpage, contains an IT historical timeline. Approximately 92 historical pictures are hung throughout Ingersoll Hall. Two handouts are also available: a self-guided tour of Ingersoll Hall which includes a list of “firsts” and a history of computing at NPS.

### **ENTERPRISE SHAREPOINT SITES AVAILABLE**

Enterprise SharePoint 2007 is available for collaborative use or information sharing. Customers can request a site through their respective Site Administrator, below. If an Administrator is not assigned to your specific area, a site may be requested by going to <https://intranet.nps.edu/ITACS/sharepoint/NewSiteForm.html> and filling out the Site Request Form. An alternate method would be to contact the Technology Assistance Center (TAC) via e-mail at [tac@nps.edu](mailto:tac@nps.edu)

#### **SharePoint Site Administrators:**

Academic Affairs	Travis Holder
GSOIS	Ryan Stewart
GSEAS	Ron Longueira
SIGS	Jacqueline Pavan
GSBPP	Joan Murray

### **VOLUNTEERS SOUGHT FOR SAKAI**

The Educational Technologies group is seeking volunteers to teach summer classes in Sakai CLE, an open-source alternative to Blackboard that was developed by Stanford, MIT, Michigan, Indiana, and Minnesota and is now in use at over 300 higher educational institutions in the US. There are currently 8-10 courses in Sakai serving 500 users, including 300 users from the Fleet and Family Readiness Center. Reaching out to other partners is a capability that was not possible with the Blackboard system.

Educational technologists can migrate existing course content, tests and quizzes, and multimedia from Blackboard courses into Sakai, or volunteers can build a new course in Sakai.

Educational Technologies will be hosting a series of two-hour training sessions on Sakai from 1000-1200 in Glasgow 318 on four consecutive Fridays: May 29, June 5, June 12, and June 19.

To learn more about Sakai see the link at: <http://intranet.nps.edu/ITACS/CLE/index.html>

Those interested in volunteering can do so by emailing Nam Nguyen at [ntnguyen@nps.edu](mailto:ntnguyen@nps.edu). Please include the course number and title of the course you plan to teach in Sakai.

### **SSLVPN 64-BIT UPDATE**

ITACS has noted a growing number of 64-bit systems and has established a work around for owners to access the School’s internal network. A more permanent solution is now being tested; the new system should be ready by summer. ITACS will announce when the new system is ready. For



now, anyone needing assistance with remote access can contact the TAC at Ext. 1046 for help.

#### **WIRELESS ACCESS TO INTERNAL RESOURCES**

Wireless users no longer have to use VPN to access internal resources; internal IP addresses automatically grant that access. A username and password is still required to access resources such as Python, H drives, and shared network drives, etc. Users having trouble accessing their resources should contact the Technology Assistance Center (TAC) at Ext. 1046 or [tac@nps.edu](mailto:tac@nps.edu) for help. Guest wireless users should also get their required guest wireless forms from TAC.

#### **STORAGE ASSESSMENT INITIATIVES**

Storage needs at NPS continue to grow at an accelerated rate. ITACS continues to meet these needs, and to assess the business processes and use of new technologies to help us work smarter and to use resources more wisely.

A comprehensive assessment is underway, and includes evaluating the following storage needs: email, file shares, python, supporting databases, websites, virtual servers, SharePoint, high-performance computing, learning management systems, streaming media, and virtual labs for the physical storage and backup systems capacity requirements.

Some of the findings show that 65% of file storage has not been edited in the last 180 days, and 90% of email storage is comprised of attachments.

ITACS is exploring multi-dimensional solutions to this problem, which includes technology, training and improved business practices. Once

the assessment is finished, the findings will be presented to the IT Task Force.

#### **INFORMATION ASSURANCE TRAINING**

Information Assurance (IA) awareness training is an annual requirement that must be completed by June. At the end of March, 47% completed the training; by the end of May, 70% met the requirement to complete the training.

If you have not yet completed this training, please log on to the web-based Information Assurance Awareness training module which can be found at: <https://www.nps.edu/Technology/WebBasedTraining/index.asp>.

Distance learning students who have completed the training at their resident commands are not required to complete the IA training again through NPS.

#### **PARTNERSHIPS AND OUTREACH**

The IT Task Force welcomed its newest members, at its May 14<sup>th</sup> meeting: Professor **Neil Rowe**, a representative from the Faculty Council and Professor **David Canright** of the Math department.

**Mr. Chris Gaucher and Mr. Jason Cullum** will be attending the DoD IT Consortium in Bethesda, MD from June 18-19, 2009. "IT Lessons Learned" will include 50 participants representing 14 of 17 federal degree granting institutions and other DoD training activities, including the Coast Guard Academy, Air Force Academy, Naval War College, and Defense Language Institute. Google and Sprint will also be in attendance.

#### **NPS Participates in DLI Technology Roundtable**

DLI Commandant Sandusky invited Dr. Christine Cermak to participate in a Technology Roundtable with DLI program sponsors. Mr. Joe LoPiccolo



also joined the Roundtable, which included demonstrations of classroom technology, as well as discussions about the importance of technology in serving the instructional mission in higher education. DLI representatives emphasized the importance of flexibility in higher education IT infrastructure and services, and asked NPS representatives to speak to the .edu experience and how that might be applicable to DLI.

#### **REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER**

From May 1 through May 26, 2009, the Technology Assistance Center (TAC) received 1,409 requests for assistance, 1,103 of which were resolved by the Tier 1/Tier 2 areas, while the remaining 306 were escalated to groups outside of TAC for specialized assistance. This number represents a 4% decrease in requests for assistance from May 2008.

Requests for assistance were categorized as follows:

- Phone: 779
- Email: 285
- Walk-in: 272
- Web: 73

This month, 93% of all calls were resolved within the Service Level Agreement (SLA). Those that were carried over are awaiting parts, pending information from the customers, etc.